



# GSA Networkx Transition Update

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December 15, 2007

Bulletin Three

Revision One

Clarification to Verizon Wireless Service

## Introduction

This bulletin provides transition guidance information, transition progress and status of issues related to the transition of services to the General Services Administration's (GSA) Federal Acquisition Service (FAS) Integrated Technology Services (ITS) Networkx contracts.

**OSS Verification Testing Update** – GSA has completed validation of all Networkx Universal (AT&T, MCI, Qwest) and Enterprise (AT&T, MCI, Qwest) contractors' operational support systems (OSS).

Validation of Sprint's and Level 3's Enterprise OSS is scheduled to complete in 2<sup>nd</sup> Quarter FY08.

In accordance with the Networkx contract, successful completion of OSS validation allows contractors to fulfill service orders. Not having completed the OSS validation does not preclude either Sprint or Level 3 from being included in Fair Opportunity considerations, and based on agency's selection criteria, from being selected to provide service. It only prevents the contractor from processing orders until their OSS test validation is complete.

**OSS Certification and Accreditation Update** - GSA has issued Authorization to Operate (ATO) to both Universal and Enterprise contractors - AT&T, Qwest, and Verizon Business.

Sprint has completed Security Test & Evaluation (ST&E). Sprint's Enterprise ATO is projected to occur by December 31. Level 3's C&A has been delayed by OSS modifications and is anticipated to complete in 2<sup>nd</sup> Quarter FY08.

**Transition Baseline Inventory (TBI) Validation** - Agencies have validated 56.6% of the TBI. Agencies are encouraged to contact GSA's Inventory Assistance Team (IAT) at GSA's Fairfax office, as many Agencies have, for assistance in validating their inventory. Requests for an IAT appointment can be made by sending an email to: [networkx.support@gsa.gov](mailto:networkx.support@gsa.gov).

Agencies have established a completion date of December 20, 2007 for the TBI validation. A "Snap Shot" of the TBI will occur December 31, 2007 to establish a baseline for transition tracking.

**Fair Opportunity Status** - The government has completed a total of four Fair Opportunity decisions for services transitioning from FTS2001/Crossover contracts to Networkx. One Fair Opportunity decision was made using the "standard" process, whereby the agency made a Fair Opportunity decision based on the service descriptions and prices available on the Networkx contracts.

GSA completed scope determinations on eleven Statements of Work/Statement of Objectives (SOW/SOO) submitted by federal agencies, most of which are still in process pending a selection. In reviewing these SOW/SOOs and based on feedback from Networkx contractors, the following

comments and recommendations are provided to assist federal agencies during the Fair Opportunity process:

- Agencies are encouraged to make Fair Opportunity decisions using technical information and pricing available on the contracts as described in the “Networkx Fair Opportunity and SOW Guide.” This process requires no GSA involvement, can involve discussions and clarifications with contractors, and can be done in a shorter period of time. Agencies need only inform GSA of the criteria for and the results of their selections;
- All SOW/SOO will be issued by a GSA contracting officer to the Networkx contractors after conducting an initial scope determination. (SOWs/SOOs issued by Agencies directly to Networkx contractors will be pulled back, causing Agency schedule delays);
- Networkx SOW/SOO reviews require up to 30 days to complete and those that are more complex require additional time (Agencies may want to include this turnaround time in their overall transition schedules).
- When the SOW or SOO process is used, best results are achieved when agencies follow the following suggestions:
  - Conduct market research before issuing the SOO or SOW (this may involve discussions with one or more Networkx contractor to understand services and prices as they are offered by the Networkx contractors);
  - Avoid requesting changes to the terms and conditions and pricing structure of the Networkx contracts unless absolutely necessary (any changes to the basic contract causes delay in review time by GSA and response time for contractors);
  - Use Networkx nomenclature where possible rather than from FTS2001 or other network services contracts;
  - Use Networkx CLINS to describe requirements to the extent possible for overall best prices and quicker turnaround of SOWs/SOOs;
  - To the extent possible, avoid using brand names to describe requirements;
  - Align pricing periods (Price-Start – Price-Stop) with the 10 year period of the Networkx contracts;
  - Align pricing structure with Networkx price tables;
  - Use specific site addresses when available and provide as much information about the street address as possible to facilitate responses.

**GSA Fair Opportunity Support** - To assist agencies in market research and Fair Opportunity decisions, GSA has compiled various overview documents and guides for agency use as follows:

- Awarded Services by Networkx Contractors \*

- Unit Pricer Training Guide \*
- Networkx Fair Opportunity and SOW Guide \*\*
- Networkx Services Key Performance Indicator Requirements #
- Universal/Enterprise Pricing Trends (Ten Year) #
- Universal/FTS Pricing Trends (Ten Year) #
- Universal/Enterprise/FTS Pricing Trends (Ten Year) #
- Inventory Pricer Training Guide #

\* found at: <https://releasedprices.networkx.gov/>

\*\* found at: <http://gsa.gov/Networkx>. See Guides, Tools, and Resources

# found at: <https://pricer.networkx.gov> – requires RSA token

The urls listed above also contain Networkx Pricer Tools to assist agencies in Fair Opportunity decisions. Procedures for RSA token access are contained in the Networkx Document Library located at <http://www.gsa.gov/networkx>. Pricer training may be arranged by contacting your respective Technology Service Manager (TSM). A listing of TSMs can be found at <http://gsa.gov/gam>.

**GSA's Transition Coordination Center (TCC) Support** - The TCC has an existing task order under which Agencies can order contractor support dedicated to their specific transitions. This support is at the Agency's expense, and those interested in taking advantage of this should contact their TSMs.

**Networkx Help Desk** - GSA's Networkx Help Desk assists agencies and contractors in resolving issues related to inventory validation, pricing, and other transition activities. The Help Desk can be reached at 866-472-0274 or [networkx.support@gsa.gov](mailto:networkx.support@gsa.gov). Agencies may also contact their respective TSMs.

**Organizational Conflict of Interest (OCI) Update** - There are Agencies whose telecommunications support contractor is also a Networkx subcontractor, thus creating an Organizational Conflict of Interest (OCI) or the appearance of an OCI. Accordingly, in November 2007, GSA negotiated with the Networkx contractors to develop and execute a modification to the Universal contracts that provides guidance to Agencies regarding any potential OCI. The modification accomplishes the following:

- Mitigates any potential OCI;
- Provides guidance to agencies on how to direct employees assigned to the program, train employees, and investigate allegations of OCI;
- Provides a Non-Disclosure Agreement (NDA) that subcontractor employees should sign;
- Includes language the Networkx Universal contractors are to include in their subcontracts.

The OCI clauses are intended for the instances where a subcontractor to a Networkx contractor is also working for an Agency as a support contractor. The Networkx contractors are adding these

clauses to their subcontracts; as such, there is no requirement for Agencies to add the language from Networkx contracts into their support contracts.

OCI contract details can be found in each Universal contract as Modification PS04, Section H.36 - Organizational Conflict of Interest (OCI) Mitigation Plan. These modifications are available on the Networkx Agency Pricer at <https://pricer.networkx.gov> (requires RSA token), or Agencies may contact GSA's Help Desk at 866-472-0274 or [networkx.support@gsa.gov](mailto:networkx.support@gsa.gov) or their respective TSM.

OCI Modifications to the Networkx Enterprise contracts are in process.

**Verizon Wireless Cellular Service** - The FTS2001 Verizon Crossover contract expires January 24, 2008. Approximately 35,000 Federal customers obtain Verizon Wireless cellular service through this contractual vehicle.

GSA will exercise the continuity of services (COS) clause to ensure continuity of service (COS) to customers and facilitate transition to new contracts or services. There will be at least a one year COS period. During this period, changes to existing customer orders will be limited.


To ensure a timely transition, customers are encouraged to begin conducting market research and exercising the Fair Opportunity process. Some follow-on options for wireless service include:

- AT&T Networkx Universal Contract (expires March 28, 2017)
- MCI/Verizon Networkx Universal Contract (expires March 28, 2017)
- Qwest Networkx Universal Contract (expires March 28, 2017)
- AT&T Networkx Enterprise Contract (expires May 30, 2017)
- Sprint Networkx Enterprise Contract (expires May 30, 2017)
- GSA IT Schedule 70

Additional information on the Networkx contracts and the Fair Opportunity process can be found at <http://www.gsa.gov/networkx>.

For Networkx related questions and assistance, contact GSA's Help Desk at 866-472-0274 or [networkx.support@gsa.gov](mailto:networkx.support@gsa.gov) or through your Technology Service Manager designated at [www.gsa.gov/gam](http://www.gsa.gov/gam).

For GSA IT Schedule related questions and assistance, contact the IT Schedule 70 – IT Center Hotline Customer Service Group at 703-605-2700 or [IT.Center@gsa.gov](mailto:IT.Center@gsa.gov).



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